

TROUBLE TICKETING & WORKFORCE MANAGEMENT PLATFORM

TASK - ONE

A comprehensive, reliable task management and trouble ticketing solution that features coordination of field activities of green energy projects. This includes field project tasks, preventive and corrective maintenance, trouble tickets, and site performance maintenance.

TASK-ONE connects field technicians with their back-office organization through intelligent mobile apps and processes. Apparently, it is the competitive advantage of the solution.

INTERACTIVE DASHBOARD

Its dashboards provide a highly customizable view of the status of all tickets and tasks. Similarly the network ticket status is available through smart devices and downloadable charts in different formats.

GEO-TRACKING FUNCTIONALITY

The geo-tracking feature is used to illustrate the position of faults and support resources. In addition, users can view the ticket severity and the status via maps and mobile apps.

ACCURATE AND RELIABLE COMMUNICATION

From field technicians to the operation center, live video, video conferencing over VoIP communication can be configured with TASK-ONE. It also features auto-saving video communication related to each work task into tickets.

REPORTING AND TICKET MANAGEMENT

The reporting portal enables users to generate various reports and process tickets for corrective and scheduled maintenance activities, including infrastructure uptime, work order processing, outage summary, report custom query and maintenance schedules.





PLATFORM FEATURES

- An administration portal for platform and user management
- Ticket management
- Workflow creation and management
- Automatic and manual work order creation
- Scheduled maintenance
- Preventive maintenance
- Escalation management
- Automated ticket processing
- Alarm handling with OSS API capabilities
- Work order management
- Reports management
- Geo-tracking functionality dashboard management
- Data sync with the project management module
- Access management
- Video conferencing between the field and operation center
- With SITE-ONE API integration, users can view alarms, performance, environment conditions and energy output
- Mobile application for ticket management and processing



**Our customers' success
is our success**